

AUGUST 5, 2015 MEETING OF RESIDENT COUNCIL

COPPER LAKE ESTATES

SUBMITTED AUGUST 6, 2015

Meeting was called to order by Council Chairwoman Willa Hill at 10:00 AM with ten members present. **The** minutes of the last meeting held on July 1, 2015 had been passed out to Council members prior to this meeting. A motion to approve the minutes was made by Dan Lucas and seconded by Sue Cooper. Minutes were approved.

COMMITTEE REPORTS

Activities Committee Report: **Activities Chairwoman, Mary Land** read the Activity Report which follows.

JULY

Theme: Hook, Line and Sinker! The whole month we explored fish in many different ways. We went to the Aquarium in Jenks, OK and saw amazing fish. We ate at Fish City Grill, which was very tasty and we had a fun time painting wooden fish! Our trip to Bass Pro Shops was cancelled due to lack of participants. At the end of the month we had our Annual Fishing Tournament. The tournament was a lot of fun for friends and family. After the tournament we had a great fish fry and all the best sides. **Exercise for Better Balance** – Chris from Rehab Care started a new exercise class to test our balance. The class is at 1:00 pm on Tuesdays. **Birthday Celebration** – In the month of July, Kendra started a celebration time for those who have a birthday that month. It went very well and this is a great time to socialize and feel like you really are having a celebration.

AUGUST

Theme – Your Paradise Awaits! – The whole month we are vacationing right at home! We will have a fun time learning about Luau. Of course, we have to test our brains so we will work on Paradise Awaits Mining. Our paradise may be outside the country, so we will have a passport photo booth. We will be able to learn how to hula dance before the big day. Saturday, August 29th, we will have our Luau. **Brain Health University** - Brain Health is starting up again!!!! We will have 15 classes in the month of August and 15 in September!

SEPTEMBER'S THEME IS "LIVE YOUR ADVENTURE"! IDEAS?

Boat Ride in Bricktown? Your Own Personal Bucket List?

Food Committee Meeting

07/28/2015

Committee members present were: Willa Hill – presiding, Joan Ballew - temporary secretary, Betty Barnes, Richard Chesley, Flowayne Drew, Cheryl Stratton, and Hazel McDonald. Jean Kirk was absent.

Staff members present were: Lee Holland – executive director and Roger – chef.

Related items have been grouped.

Good or improved	Needs improvement	Response or Other issues
Food Related issues		
Excellent Tortilla soup	2 days of scorched soup Soup often cold. Vegetable soups without vegetables	Gary wants to be sure soup is hot – may add to buffet service, with help carrying to tables for those that need it. Need to be stirred before ladling into bowls.
Vegetables hot some of the time.	Too many carrots, would like beets, asparagus, and fried okra more often. Broccoli was all stem pieces.	Gary will have asparagus more often. Lee doesn't like beets.
	Baked potato, and hamburgers not always available.	
Shrimp Scampi was a big hit...	Ran out of Shrimp half way through 12 Noon seating. Servings too large. Most people got 6 when 4 or 5 would be enough.	
The crumb topped fish was good.	Baked tilapia was dried out.	Gary – could be served seared instead.
	Gravy on Pork Loin. Was the gravy left over from breakfast?	
	Flour tortillas – tried out	
	Could sauces be served on side please?	
	Noodles served dry as a side. Often cold. Would prefer some sauce, This might help with temperature.	
Food is hot most of the time.	Third seating is still getting cold food. Could they have a microwave located in their section?	Lee – they can ask servers to reheat food.
	Beef Burgundy too salty	Gary will order low-sodium bouillon cubes – used as base for this dish. He prefers seasonings that are salt and sugar free.
	We miss Taco Tuesdays	Gary will reinstate.

Good or improved	Needs improvement	Response or Other issues
Great meal Saturday – fish Fry	Sides were good complement to the fish and chicken strips.	
Fried Chicken had good flavor	Fried Chicken was over fried - extra crispy, too many small bones, little meat.	They will use a different product in the future.
Cobblers and pies are good. Excellent Carrot Cake	Blue Berries in Cobbler – not chewable. Cake cut too soon and left to dry out.	
Residents enjoyed ice cream with cobbler one day.	Would it be possible to have a small scoop of vanilla ice cream with cobblers and fruit pies? Sometimes the servings of ice cream are too large – especially with new bowls.	Gary wasn't aware of the policy of only allowing ice cream or dessert. This will be allowed if we have enough ice cream.
We enjoy the Monthly Birthday lunch.	Some steaks were too tough to cut (with steak knife) or chew. Could they be marinated or tenderized? Birthday people get a cupcake. Could we have a sheet cake at the birthday lunch – so everyone could have a piece?	Gary – the wrong person cooked the steaks. No problem having cake.

Service Related Issues

Having a saucer under water and tea carafes is appreciated	Saucers under carafes is random. Needs to be consistently used. Tea stained carafes used for ice water – looks bad. Are some carafes cracked – lots of water in saucers or on table.	Gary intends to have server training for old and new servers soon.
Like the new china	Plates larger and heavier than the old ones – resulting in larger portions and more waste. Also difficult for some people to carry from buffet.	Lee – these were provided at no cost by a vendor.
	Place settings are often incomplete. We have to ask for a glass, spoon, etc. Wastes time for everyone.	Lee – we will be ordering additional silverware.
We like having crackers baskets on the table.	Please be sure they are filled, along with other condiments. We often find silverware in cracker basket, and other condiments mixed up.	Lee – these are supposed to be checked and refilled at the end of each day.

Good or improved	Needs improvement	Response or Other issues
	Soup spilled over side of bowl. Should be cleaned off before serving.	
	Soup is sometimes served with dessert or with entrée. Committee asked if Soup and Salad/fruit could be brought into dining room on trays and served as people sit down – even during buffet service.	
	Often out of milk, ice, coffee, cocoa, cappuccino. Who is responsible for checking these items?	Lee – Dillon has been working as server until more are hired.
	New Residents need help finding a table with empty spaces. I've seen Marketing staff, Kendra, etc doing this. People just need to ask.	Again – this would be Dillon if he weren't so busy.
	The orders that are taken first are at the bottom of the stack when taken to the kitchen. Too many orders are taken before they are turned in – resulting in cooks being overwhelmed.	Ideally orders would be taken from 1 or 2 tables before being turned in. TRAINING issue.
	Please train servers to NOT put unused dishes etc, on empty chair when clearing and resetting tables. Please don't put dirty dishes on same tray with food being served. Teach servers to serve beverages without putting fingers inside or around the tops of cups and glasses. Are hair nets required?	Lee - would we like to have servers use gloves? Only if they change gloves between clearing dirty dishes and serving food. Lee – could have different people doing clearing, and switching responsibilities at different meals. Hairnets are only required in the kitchen. Servers are encouraged to tie long hair back.
Servers help each other out sometimes	This needs to be consistent. No one should be standing around doing nothing.	
	Slow service at noon – means the last seating may not finish until 1:30 or 2 pm. This is too late for some activities.	

Good or improved	Needs improvement	Response or Other issues
	Floors are not cleaned often enough. We see the same cracker wrapper for 2 – 3 meals. Sticky spills in beverage service area. Dirty rags laying on floor or buffet table. Storage closet has overflowing garbage can.	
	We would like to go back to two seatings for lunch and dinner.	Lee - We will consider this once we are fully staffed.

LIBRARY COMMITTEE - Lillian Williams

Library continues to have good usage. The puzzles have been moved to the shelves under the front window for better accessibility and neater appearance. We are still having problems with missing pieces of puzzles currently being put together. This is very discouraging to try and complete a puzzle with missing pieces. OKC Library will soon return to replace the books they have here. Please complete any you are reading and return to library.

LAWN & GROUNDS COMMITTEE – Dan Lucas, Chairman

Maintenance – The last 30 days the focus has been on air conditioning repair and maintenance. New laundry equipment for 2nd floor waiting approval from District. Mike is calling to follow up. A service to remove ducks and geese has been contacted and we are waiting for final credit approval. Removal of limbs has been completed for the present time. One of the fountains in the lake is still inoperable. The problem is the pump and it was discovered that the pump for the lake is linked to the swimming pool pump so this will need to be resolved. Dan wanted to give a big “Thanks” to the residents who helped water and care for the plants. He has had many compliments on the back yard and patio and appreciates everyone who helps. Maintenance also requested help from the Resident Committee on a survey of Internet/Wi-fi, etc. to aid them in getting one system that works for everyone and this info is needed to accomplish that. Sue Cooper and Mary Lanie will cover 1st floor, Willa Hill and Mary Land will cover 2nd floor and Jean Kirk and Dan Lucas will cover 3rd floor. All surveys should be turned into Dan and completed as soon as possible.

NEW BUSINESS

The name put forth to Kendra for Person of the Month is Nila Denney. Swimming pool – there are still problems with the pool. We have been unable to use all season with the

exception of three times. Can this pool NOT be fixed so it can be used each day?

All Ambassador's have been having repeated questions about the information being given to new prospective Residents that when they sign up and move in they find is not true. Such as: They have been told that Copper Lakes provides Cable TV and Wi-fi, also that housekeepers launder sheets and towels and this is not true. A check was made of all three housekeepers and they charge \$5.75 per load for sheets and towels or any laundry done for residents. For anything other than basic cable there is a charge to the resident. Barbara in 333 moved here specifically because they could get TV and internet. To date, no internet.

Willa Hill has talked with both Andrea and Laura about the above. If the above has changed we need to be notified and the Employee Handbook needs updating and if not they should not be telling this to prospective residents. Deanie & Wayne Johnson (325) were one of the couples who were so upset about both items being untrue. They have had a few other problems since move in and have had trouble getting them fixed. They were telling other residents that they were sorry they moved in and would not recommend this place to anyone! Willa went and talked to them and they are not quite as upset as at first but this situation causes a lot of unnecessary problems.

OLD BUSINESS

Still no fire/tornado drill!!!!!! What is the problem now? If it is "no written plan", contact a sister community and get a copy of theirs. The Fire Department said they would "make" time to come and help us. Are we going to wait until we have a fire or tornado and have utter chaos? This is unacceptable!!! Management still not eating in Dining Room!

A motion was made by Dan Lucas for adjournment, seconded by Mary Land. Meeting was adjourned at 10:50 am.

Respectively submitted,



Mary Lanie, Secretary